

Title Service Manager - Independent Chair Service	Department Children and Families	Post Ref.
Job Purpose To manage a team of front line/operational/technical or professional staff to meet the required service standards, in line with the service plan and associated standards within the Safeguarding, Assurance Improvement Group, Independent Chair Service.		
Key Responsibilities 1. Personally and through team members to deliver the targets set down in the service and team plans. 2. To resolve and service delivery issues within available resources. 3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance. 4. To improve customer satisfaction levels for his/her service. 5. To act as a professional exemplar at all times. 6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Group Manager. 7. To build positive relationships with other staff and colleagues. 8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues. 9. To stimulate partnership working and ensure partner agency participation in planning and service delivery. 10. To ensure children/young people and parents/carers participate in service design and delivery		Key Accountabilities 1. Specified service targets within agreed resources 2. Effective supervision of staff to secure high levels of performance 3. Effective management and deployment of an identified budget 4. Alert the Group Manager of issues that could affect performance 5. Services are provided efficiently and effectively and meet statutory requirements.
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification

Education and Knowledge

1. Evidence of continuous professional development.
2. Knowledge and understanding of the main issues affecting the service area.
3. Detailed knowledge of relevant legislation affecting children and families.
4. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - appropriate risk management;
 - budget management (where budgetary responsibility is devolved to the team manager)
5. Professional social work qualification.
6. Management experience.
7. Health and Care Professions Council (HCPC) registration.

Experience

12. Significant experience within the service area
13. Experience of planning and organising team work or co-ordinating complex activities
14. Undertaking performance reviews and evaluations of social care practice.

Personal skills and general competencies

8. Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues.
9. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.
10. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
11. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.

Role Dimensions

1. To be responsible for the countywide independent chair service, including the management of teams of Child Protection Coordinators and Independent Reviewing Officers.
2. To support service management in the group as required.
3. To be accountable and responsible for the divisional budget.
4. Direct line management of approximately 12.5 staff, which may be reviewed in light of ongoing operational demand.

Please attach a structure chart

Date August 2019